11. WRITING FORMAL MAILS

INTRODUCTION	There has a revolution in the manner and method of communication in the last few decades The most common and preferred method of **informal and formal communication** in the modern world, is the **Email (**electronic mail). An email can be used as an inter-office or internal written communication tool or it can be sent to someone outside the company or institution.
TYPES OF MAIL	**Informal mails**: •They are sent to friends and relatives. There are no rules to be followed. You can use a casual/ informal language (slangs/ abbreviations can be used) ➤ **Semi-Formal mails** • These are addressed to colleagues functioning within a team and at the same seniority level. ➤ **Formal mails** •They are addressed to people within and outside the organisation. Therefore, the style and language should be formal, the purpose clear and content lucid and precise. Follow all etiquettes of formal communication.
	1. Be clear **about the purpose** of writing the Email. 2. **Make points about information** that needs to be

EFFECTIVE AND AN APPROPRIATE EMAIL	included in it.

3. Your **tone and language should be suitable** for the intended recipients.

4. **Use your official id** for all work related mails.

5. Use an **appropriate salutation**.

6. **Keep the mail short and simple**. Nobody has the time to read lengthy, confusing and complicated mails.

7. **Use short sentences** to convey your message clearly and concisely.

8. **State the subject/ main purpose** of writing the mail clearly **in the opening paragraph.**

9. **Use separate paragraphs for stating different points**.

10. Include pie charts, graphs, flow charts etc**. to present information.**

Emails are effective means of communication when.

• **You need to send information to, or contact a large group of people.**

• **You wish to send someone an electronic file, bulky documents or detailed information about any project/ course/ product.**

• **It also makes it easier to contact people who are otherwise not approachable due to distances, busy schedules, differing time zones etc.**

• **You require daily communication on varied matters in an organization.**

• **You need a written record of the communication**

Emails are inappropriate means of communication when

• If the issue is **complicated and involves repeated lengthy discussions**, it is better to arrange a meeting with the concerned person/ party.

• The **information is confidential and of sensitive nature**. Your mail can be forwarded to others without your knowledge. All your electronic communication is stored in the server even after you have deleted it. This can be accessed and misused by anyone.

• **Do not write a mail when you are emotional**

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Question1

Show the points which should be kept in mind for effective and appropriate mail.
Answer:

➢ Be clear **about the purpose** of writing the Email.

➢ **Make points about information** that needs to be included in it.

➢ Your **tone and language should be suitable** for the intended recipients.

➢ **Use your official id** for all work related mails.

➢ Use an **appropriate salutation**.

➢ **Keep the mail short and simple**. Nobody has the time to read lengthy, confusing and complicated mails.

➢ **Use short sentences** to convey your message clearly and concisely.

➢ **State the subject/ main purpose** of writing the mail clearly **in the opening paragraph.**

➢ Use separate paragraphs for stating different points.

➢ **Include pie charts, graphs, flow charts etc**. to present information and bring lucidity to the content of your mail.

➢ The content of the mail should be logically and systematically organized.

➢ **Do not write the entire mail in capital letters.** It is like shouting at the top of your voice. Capital letters can be utilized to highlight certain points but should be used judiciously.

➢ **Highlight/ underline the key points** so that the reader can skim through the mail and get an idea of the content.

➢ **Take special care of the tone of the mail.** Since all you write goes on record, make sure that your tone is pleasant and reflects truly what you wish to state.

➢ **Ensure you are polite at all times** whatever the provocation.

➢ **Proof read** your mail before you send it. **Check for grammatical, spelling and punctuation errors.** A mail full of errors it communicates that you are sloppy or that you do not pay attention to detail. Besides, errors may change the meaning of the mail.

➢ When framing a reply to a received mail, **ensure you answer the queries or requests** in it.

➢ **Do not use slang, incomprehensible abbreviations and SMS language in your mails**.
   Write a Formal mail

Question2
Amit Suri has recently been promoted to the post of Senior Manager in Hindalco Industries. He receives a congratulatory mail from his sister, his colleague and his General Manager.

Answer:

To: Amit Suri CC/BCC:

Subject: CONGRATULATIONS!!

Hi Amit,

We just got the SUPER news of your promotion. I am so, excited and thrilled. A big party is due from you and, of course, gifts for your loving sis.

Mom and Dad too are overjoyed. They are very proud their hardworking son. They send you their love and blessings.

We are all looking forward to your visit home so that we can have a

grand celebratory party. **Yours affectionately,**

Jyoti

Question 3
Write an Example of a Formal mail with tips.
Answer:
1. Begin with a greeting. Always open your email with a greeting, such as "Dear Lillian". ...

2. Thank the recipient. If you are replying to a client's inquiry, you should begin with a line of thanks. ...
3. State your purpose. ...
4. Add your closing remarks. ...
5. End with a closing.

Question 4
How do you write a professional email for a job?
Answer:
  1. **Write a meaningful subject line.**
  2. **Keep the message focused.**
  3. **Avoid attachments.**
  4. **Identify yourself clearly.**
  5. **Be kind. Don't flame.**
  6. **Proofread.**
  7. **Don't assume privacy.**
  8. **Distinguish between formal and informal situations.**
  9. **Respond Promptly.**
  10. **Show Respect and Restraint**.

Question 5
How do you write a good email?
Answer:

Tips for Writing Emails in English with a Strong Structure

1. Use the subject line. It's surprising how many people don't do this. ...
2. Start with an appropriate greeting. ...
3. Pay attention to punctuation. ...
4. Consider where to put "small talk" ...
5. Start with the end in mind. ...
6. Put spaces between paragraphs. .
7. Use an appropriate closing.

Question 6
How do you write a friendly email?

Answer:

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1. Find your friend's email address. Before you start your email, make sure that you have the correct email address for your friend. ...
2. Choose a subject that summarizes your email. The subject box is located below the "To" box and labelled "Subject."...
3. Open with a greeting. ...
4. Ask them how they're doing.

Question 7

How will you compose your email message?

Answer:

To compose a message:

- Click the **New Mail** icon in the Quick Actions menu in the upper-left corner of the Convergence UI, or
- Click **Write** in the Messages section of the Convergence UI.

The **Compose** tab consists of the following parts:

- Toolbar menu

The toolbar menu contains the following icons:

- **Send**: Sends the message to the respective recipients.
- **Attach**: Attaches a file to the message.
- **Save**: Saves the message as a draft which you can refer later.
- **Bcc**: Enables you to send a blind copy of the message to recipients.
- **Options**: Enables you to add more features to your messages.
- **Cancel**: Closes the current tab and returns to the Messages view.
- **From**: This field contains a drop-down list with all the configured sender profiles you have for this account. This field is not displayed if you have not configured external POP accounts. This list includes the name followed by the email address of each configured external account. Convergence enables you to collect email from other POP accounts in addition to the default account. This feature enables you to receive, send, reply, or forward email from or to other email accounts that support POP access. To know more about how to set up external accounts in Convergence,
- **To** and **Cc** fields to include receivers email addresses.

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- **Subject** field.
- Message format menu bar.

To compose and send a new message:

1. Click the **Write** icon on the center panel to display the Compose tab. The Compose tab contains the **To**, **Cc** and **Subject** fields.
2. Enter the email addresses of the recipients who should receive your message in the **to** field. Use a comma to separate multiple addresses. Alternatively, click the **Address Book** icon next to the to field to select the email address. To send a copy to a recipient, enter the email addresses in the Cc field or click the **Address Book** icon next to the Cc field to select email addresses.

   Convergence provides an address book auto completion feature. This feature needs to be enabled at the back-end Convergence server. When enabled, enter the first few characters of the display name of the recipient. The list of entries that closely match the entered characters from the Address Book appear in a drop-down list. To send a blind copy to a recipient, click the **Bcc** icon. Optionally, click the **Address Book** icon next to the Bcc field to select email addresses from the saved list. The **Bcc** field appears. Enter the email address in the **Bcc** field.

3. Enter the subject of your message in the **Subject** field.
4. Click the **Options** icon in the top toolbar. The expanded message icons are shown.
5. From the priority drop-down list, select the required priority. The priorities are **Normal, Urgent,** and **Low**. By default, the messages are sent with normal priority.
6. From the **Receipt** drop-down list, select an option.

   The options are:

   - **None**: Does not perform any action when the recipient receives this message.
   - **Read**: Sends a notification when the recipient reads the message.
   - **Delivery**: Sends a notification when this message is delivered to the recipient.
   - **Delivery** and Read: Sends a notification when your message is delivered and read by the recipient.

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7. Select the **Rich Text** check box to include rich text features in the mail editor.
8. Click in the message text box and enter the text of the message.
9. Click **Send** to send the message.

Question8
Format and example of mail

Answer:

To:	brett.walker149@mailme.ca
Cc:	

Subject: Re: sports

Insert: **Attachments**   **Photos**   **Vide-**

Tahoma   10   **B**   *I*   U̲   ■□

Dear Brett

Thanks for your email. You do lots of sports at school in Canada. I'd love to play ice hockey one day.

We do lots of sports at our school too. We've got a swimming pool at school and our class go swimming every Wednesday. We also play tennis, volleyball and football, but football in Australia is different to soccer. You can touch the ball with your hands!

There are lots of after-school sports clubs in Australia too. I go to a surfing club after school on Tuesdays and Thursdays. We go to the beach and learn how to surf. It's great fun! Can you surf in your country?

Write soon

Rob

[Send] [Save]   [Cancel]

Top Tips for writing

1. Begin your email 'Dear' + name.
2. Begin your email with thanks or the reason you are writing.
3. This paragraph has got one idea.
4. This paragraph has got another idea.
5. End your email 'Write soon' + your name.

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Question9
What is Semi-formal and Informal Messages?
Answer:

When you write email messages, you can use two distinct styles: semi-formal and informal. A semi-formal style is used for communicating with people you do not know well or who are outside your regular working relations. Messages written in this style are similar to business letters: they are concise and informative. An informal personal style is used for emails with people you know well or within your company. This style is more conversational and reflects spoken language.

Elements that can make your message more informal are:

- Salutations and closings e.g., Hello Juan instead of Dear Mr. Rodriguez; no closing at all instead of sincerely

- Omitting pronouns e.g., No problem instead of It is not a problem; Looking forward … instead of I am looking forward • Informal vocabulary and expressions e.g., Thanks instead of I really appreciate; Phone me instead of Please contact me; Is it okay? Instead of is it convenient?

Question10
Structure of semi-formal mail?
Answer:

Semi-Formal

You are experiencing problems with a colleague at work and you want to ask your boss for some advice. Write a letter to your boss. In your letter >>

➡ Explain why you are writing to him
➡ Why you are having problems
➡ When you would like to have a meeting to discuss the issues

Past Examination Question

Nov - 2019

Question1
Write a Formal E mail: Mail is written by the Manager to the employees about the changed dress code for Republic day function including time and venue of function.
Answer:

E-mail
From:
To: Cc/Bcc:
Subject: Notification for Republic Day
Hello All,
With a great pleasure I would like to notify you all about the alterations made in regard to celebration of Republic Day on 26th January.

I request all of you to attend a small get together to celebrate this very special occasion. The event has been organized in the office building for the convenience. I request all of you to follow common dress code, that is, kurta pajama for men and saree or chudidar for women.

Some fun activities have been planned for all the employees to celebrate our spirit of unity. Hope your presence and participation will make the event a grand one.
Venue: Office building Hall No. JP0102 Time: 9.00 A.M.
Dress Code: Ethnic attire

Event Schedule: Flag ceremony, Games, Prize Distribution and Refreshment
Thanks & Regards
Mr. X

Manager

JAN - 2021 (CYCLE 2)

Question1

Mr. ABC is an IT manager in Quick Software Solutions Private Limited. Write a

Mail on behalf of Mr. ABC to Mr. MNJ, dealer of HP Laptops seeking quotation for 100 new laptops of model HP – 610. The laptops are required for new branch of Quick software solutions Private Limited.

Answer:

From	**: Mr. ABC (abc@gmail.com)**
To	**: Mr. MNJ: Dealer of HP (MN@hplatops.com)**
CC/BCC	**: ------**
Subject	**: Seeking quotation for order of 100 laptops**

Dear Sir,

I'm Mr. ABC managing department of IT in Quick solution. Firstly I would take this opportunity to introduce our company. Quick software solution. As we are going to establish a new branch in Bangalore we intend to place on order with you for the supply on order with you for the supply of laptops.

Hence, I requested you to send the quotation for 100 new laptops of model HP - 610. Kindly mention the price and other details at length to our official ID: quick software solution@gmail.com

Hope we would be together in business for more years, with you company

Tanking you for the time and consideration

With regards

ABC,

IT Manager.

Quick software solutions.